

Community Relations

SUBJECT: PUBLIC COMPLAINTS

Complaints by citizens regarding any facet of the BOCES operation often can be handled more satisfactorily by the administrative officer in charge of the unit closest to the source of the complaint. In most instances, therefore, complaints will be made to the appropriate program supervisor or building principal and/or his or her assistant if the matter cannot be resolved by the teacher, coach, or other BOCES employee.

If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be carried to the District Superintendent or their assistant. Unresolved complaints at the building level must be reported to the District Superintendent by the building principal. The District Superintendent may require the statement of the complainant in writing.

The District Superintendent may, but is not required to, address anonymous complaints. All other complaints and related concerns that are not resolved at the District Superintendent level to the satisfaction of the complainant may be carried to the Board. Unresolved complaints at the District Superintendent level must be reported to the Board by the District Superintendent. The Board reserves the right to require prior written reports from appropriate parties.

NOTE: Refer also to Policies #3420 -- Non-Discrimination and Anti-Harassment in the BOCES
#8330 -- Objection to Instructional Materials and Controversial Issues
BOCES Code of Conduct

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